

215 - Utilities and Transportation Comm

A006 Protect Customers of Utility and Transportation Companies

The UTC’s consumer specialists respond to more than a 1,000 calls each month from consumers. They provide information about utilities and transportation services and the companies that provide those services and investigate and resolve service complaints. If, after an investigation, staff determine a company exhibits a pattern of behavior that is fraudulent, misleading, deceptive or generally harmful to consumers, they may recommend the UTC issue a complaint against the company. This typically results in a financial penalty and a plan to come into compliance with the UTC’s consumer rules.

Program OMN - UTC Omnibus Programs

Account	FY 2020	FY 2021	Biennial Total
FTE	10.8	11.4	11.1
111 Public Service Revolving Account			
111-1 State	\$2,930,000	\$2,910,000	\$5,840,000

Statewide Result Area: Prosperous Economy

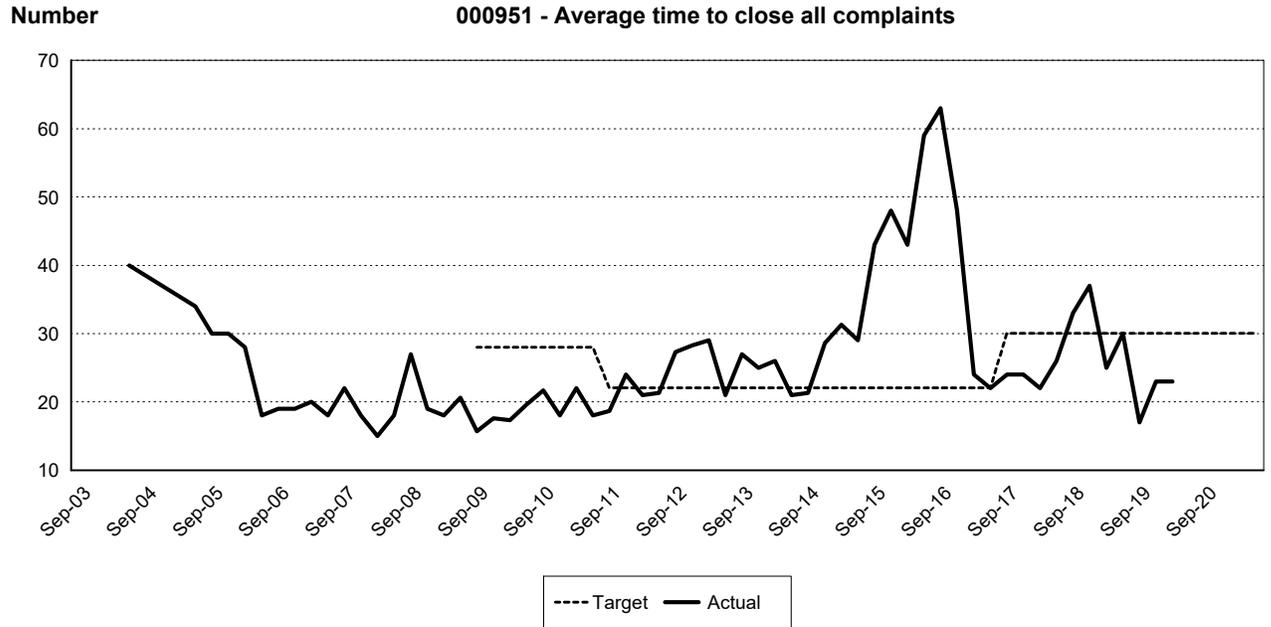
Statewide Strategy: Provide consumer protection

Expected Results

Customer complaints are resolved promptly. Companies treat their customers fairly. Consumers understand their rights and are protected from fraud or abuse.

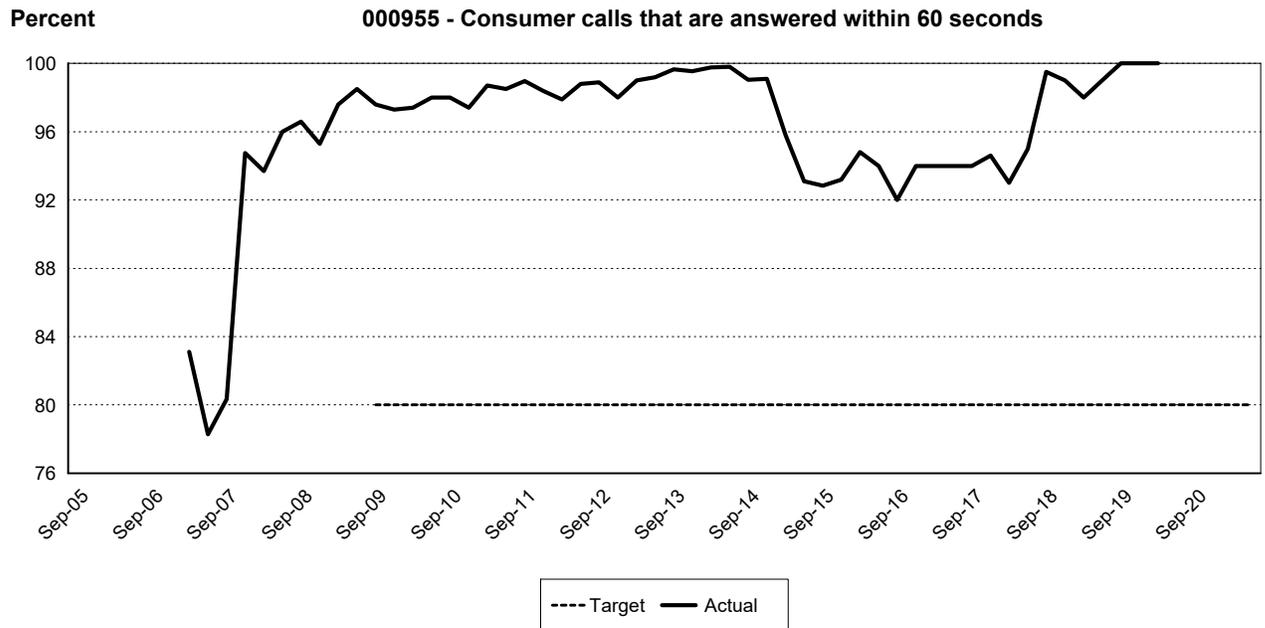
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000951 Average time to close consumer complaint investigations.			
Biennium	Period	Actual	Target
2019-21	Q8		30
	Q7		30
	Q6		30
	Q5		30
	Q4		30
	Q3	23	30
	Q2	23	30
	Q1	17	30
2017-19	Q8	30	30
	Q7	25	30
	Q6	37	30
	Q5	33	30
	Q4	26	30
	Q3	22	30
	Q2	24	30
	Q1	24	30
2015-17	Q8	22	22
	Q7	24	22
	Q6	48	22
	Q5	63	22
	Q4	59	22
	Q3	43	22
	Q2	48	22
	Q1	43	22



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000955 Percentage of consumer calls each month that the UTC answers within 60 seconds compared to the average for all agencies that participate in the interagency call center working group.			
Biennium	Period	Actual	Target
2019-21	Q8		80%
	Q7		80%
	Q6		80%
	Q5		80%
	Q4		80%
	Q3	100%	80%
	Q2	100%	80%
	Q1	100%	80%
2017-19	Q8	99%	80%
	Q7	98%	80%
	Q6	99%	80%
	Q5	99.5%	80%
	Q4	95%	80%
	Q3	93%	80%
	Q2	94.6%	80%
	Q1	94%	80%
2015-17	Q8	94%	80%
	Q7	94%	80%
	Q6	94%	80%
	Q5	92%	80%
	Q4	94%	80%
	Q3	94.8%	80%
	Q2	93.2%	80%
	Q1	92.84%	80%



A012 Site New Energy Facilities

The UTC is home to the Energy Facility Site Evaluation Council which conducts environmental reviews related to the siting new energy facilities to ensure that significant environmental and socioeconomic impacts are understood before an energy facility is built and appropriately mitigated.

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Program OMN - UTC Omnibus Programs

Account	FY 2020	FY 2021	Biennial Total
FTE	21.3	21.8	21.6
001 General Fund			
001-1 State	\$123,000	\$123,000	\$246,000
001-7 Private/Local	\$8,288,000	\$8,345,000	\$16,633,000
001 Account Total	\$8,411,000	\$8,468,000	\$16,879,000
111 Public Service Revolving Account			
111-1 State	\$1,253,000	\$1,186,000	\$2,439,000

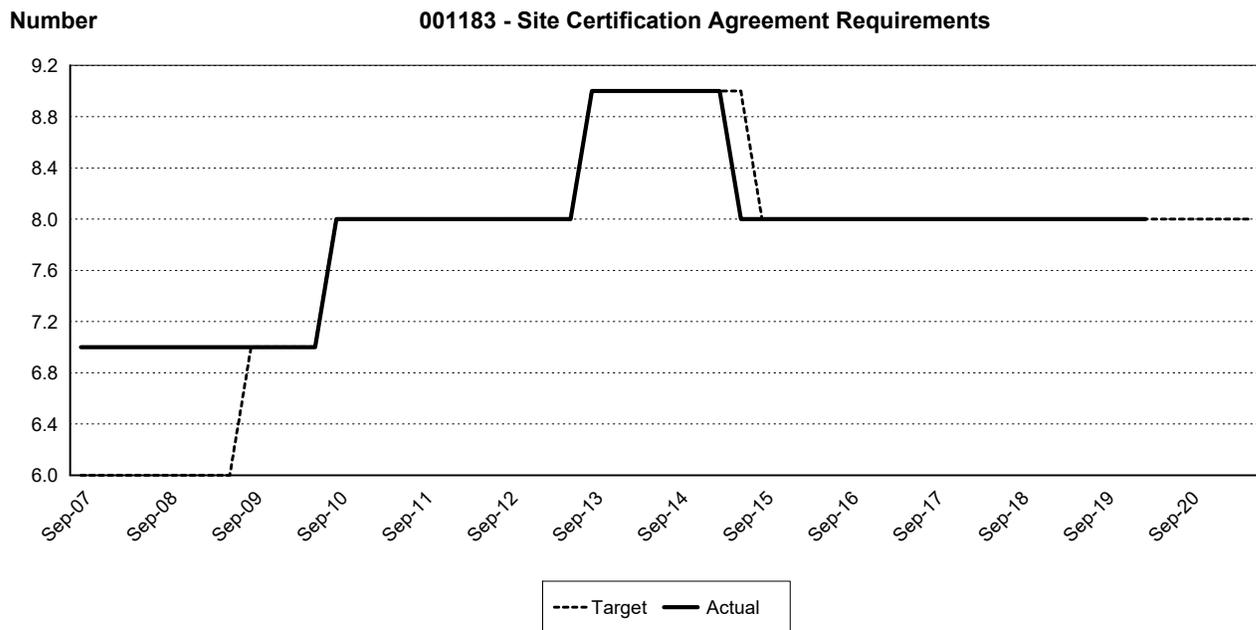
Statewide Result Area: Sustainable Energy and a Clean Environment
Statewide Strategy: Establish safeguards and standards to prevent and manage pollution

Expected Results

Potential environmental impacts from new energy facilities are evaluated and mitigated.

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001183 Number of approved facilities meeting 90% of the Site Certification Agreement requirements.			
Biennium	Period	Actual	Target
2019-21	Q8		8
	Q7		8
	Q6		8
	Q5		8
	Q4		8
	Q3	8	8
	Q2	8	8
	Q1	8	8
2017-19	Q8	8	8
	Q7	8	8
	Q6	8	8
	Q5	8	8
	Q4	8	8
	Q3	8	8
	Q2	8	8
	Q1	8	8
2015-17	Q8	8	8
	Q7	8	8
	Q6	8	8
	Q5	8	8
	Q4	8	8
	Q3	8	8
	Q2	8	8
	Q1	8	8



A013 Safety Regulation of Utility and Transportation Companies

The UTC is the state agency responsible for pipeline and rail safety. It is also responsible for the safe operation of the private transportation companies it licenses. The work involved in this activity includes conducting inspections of equipment and facilities operated by regulated companies; auditing company records to ensure maintenance is completed timely, employees are qualified to do the work and that they are monitored for drug and alcohol use; and investigating accidents involving equipment or vehicles of regulated companies. The UTC also approves changes to railroad-highway grade crossings and inspects crossings to ensure they are safe. All UTC inspectors are federally certified to carry-out this work and apply state and federal rules.

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Program OMN - UTC Omnibus Programs

Account	FY 2020	FY 2021	Biennial Total
FTE	80.7	82.4	81.6
001 General Fund			
001-1 State	\$50,000	\$0	\$50,000
297 Pipeline Safety Account			
297-1 State	\$1,809,000	\$1,697,000	\$3,506,000
297-2 Federal	\$1,585,000	\$1,617,000	\$3,202,000
297 Account Total	\$3,394,000	\$3,314,000	\$6,708,000
111 Public Service Revolving Account			
111-1 State	\$7,962,000	\$8,534,000	\$16,496,000

Program TRN - UTC Transportation

Account	FY 2020	FY 2021	Biennial Total
FTE	0.5	0.5	0.5
080 Grade Crossing Protective Account			
080-1 State	\$252,000	\$252,000	\$504,000

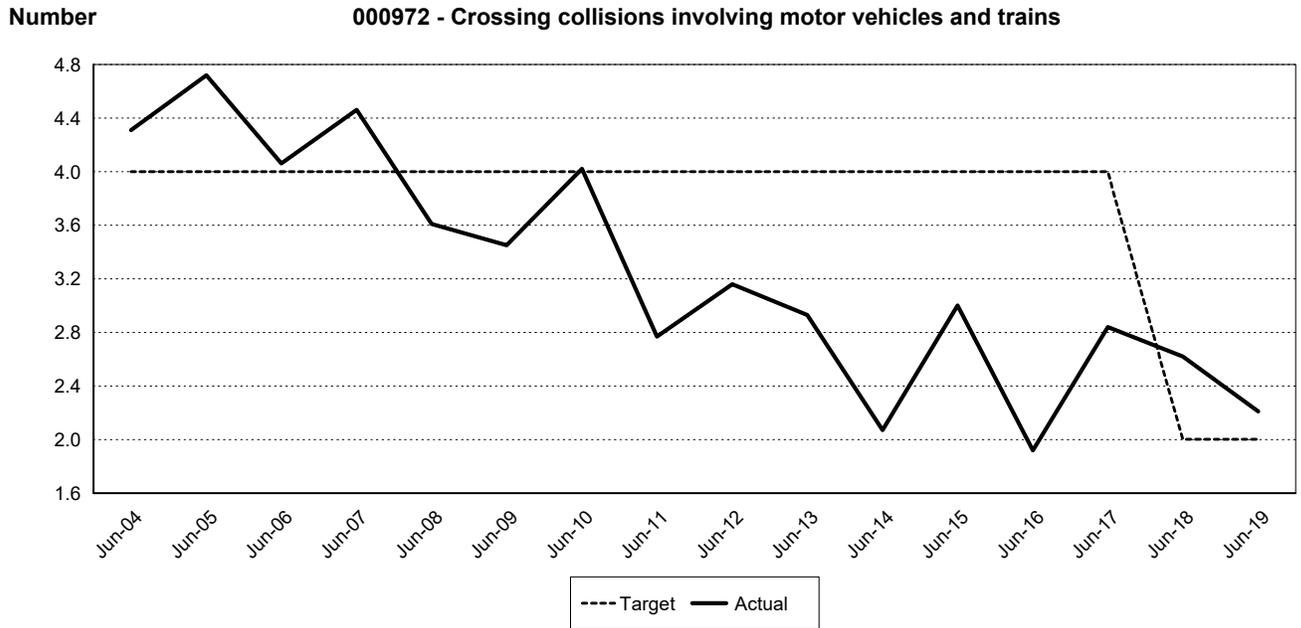
Statewide Result Area: Healthy and Safe Communities
Statewide Strategy: Identify and mitigate risk to public safety

Expected Results

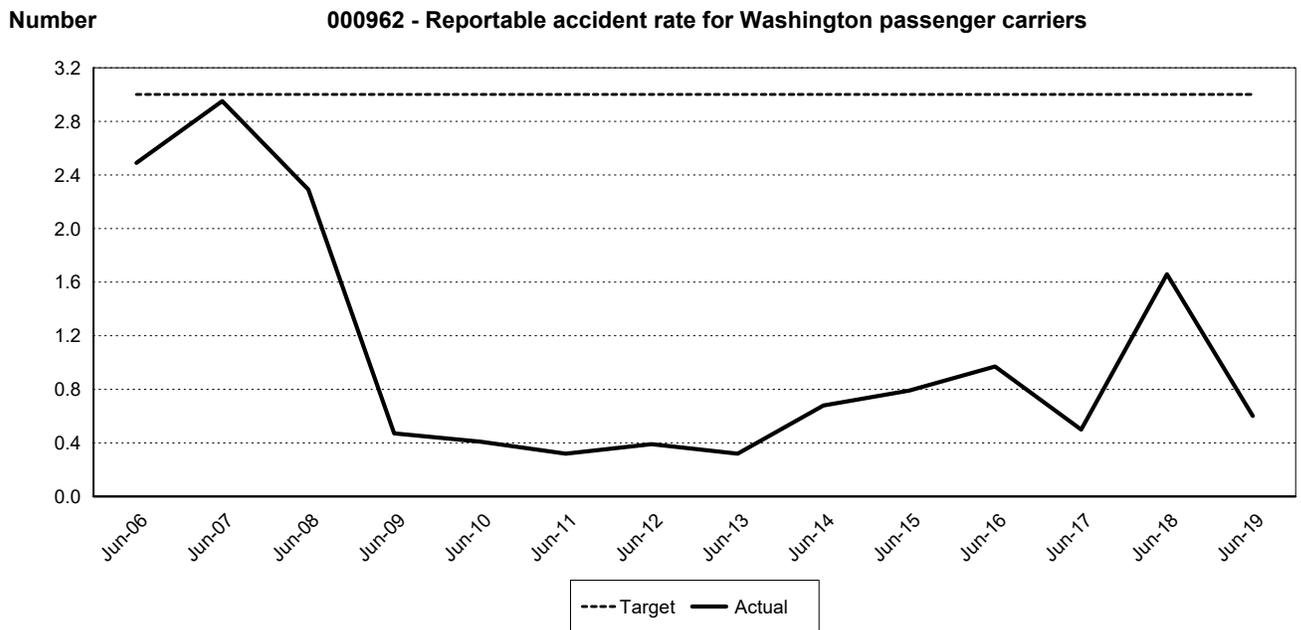
Citizens are safe from injury and property damage involving railroads and pipelines.
 Customers of transportation companies enjoy safe, equipment and service.

000972			
Rate of collisions involving motor vehicles and trains per one million train-miles traveled.			
Biennium	Period	Actual	Target
2017-19	A3	2.21	2
	A2	2.62	2
2015-17	A3	2.84	4
	A2	1.92	4

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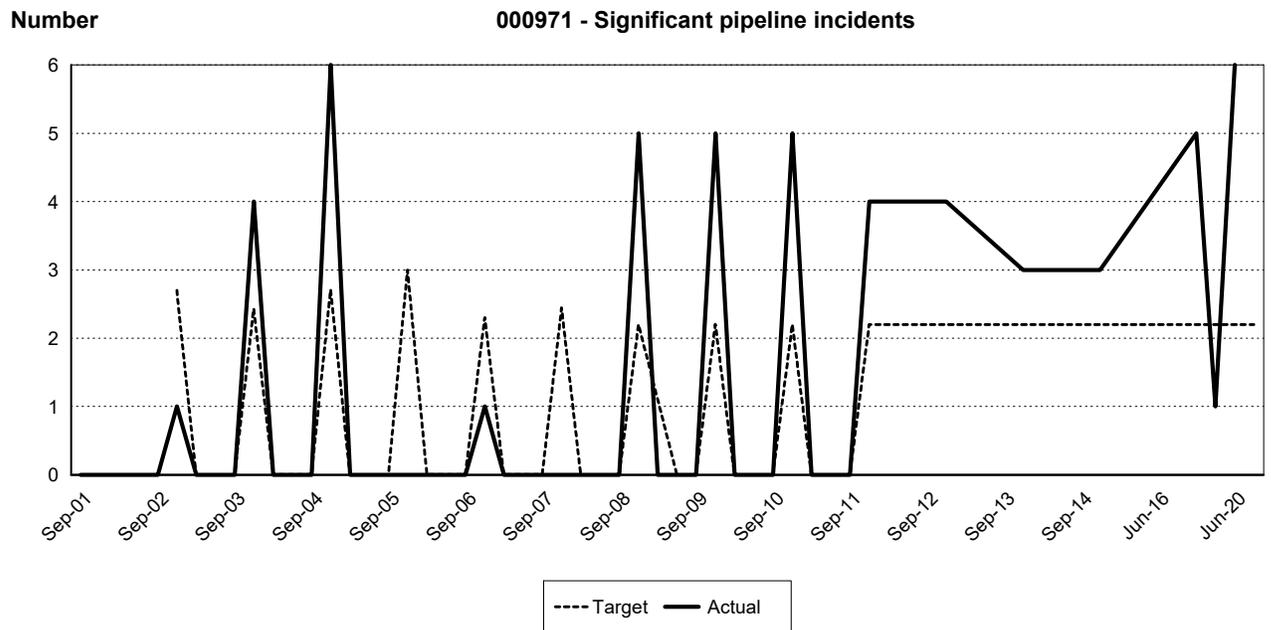


000962 The number of reportable accidents per million miles traveled by Washington passenger carriers.			
Biennium	Period	Actual	Target
2017-19	A3	0.6	3
	A2	1.66	3
2015-17	A3	0.5	3
	A2	0.97	3



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000971 The number of federally reportable, significant pipeline incidents in Washington.			
Biennium	Period	Actual	Target
2019-21	A3		2.2
	A2	6	2.2
2017-19	A3	1	2.2
	A2	5	2.2
2015-17	A3		
	A2		2.2



A014 Economic Regulation of Utility and Transportation Companies

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The UTC sets the rates privately-owned utility and transportation companies may charge their customers, including gas and electric, telephone, water, solid-waste and bus companies. The UTC audits these companies’ operations to ensure they provide reliable service to customers at reasonable rates, while allowing them the opportunity to earn a fair profit. As a part of this the UTC ensures the companies invest in new facilities to ensure it can provide reliable service now and in the future. The UTC strives to lighten regulation where consumers have a choice of service providers such as for telecommunications and bus companies.

Program OMN - UTC Omnibus Programs

Account	FY 2020	FY 2021	Biennial Total
FTE	65.9	68.0	67.0
111 Public Service Revolving Account			
111-1 State	\$8,279,000	\$8,309,000	\$16,588,000
19J Universal Communications Services Acct			
19J-6 Non-Appropriated	\$130,000	\$3,830,000	\$3,960,000

Program TRN - UTC Transportation

Account	FY 2020	FY 2021	Biennial Total
025 Pilotage Account			
025-1 State	\$75,000	\$75,000	\$150,000

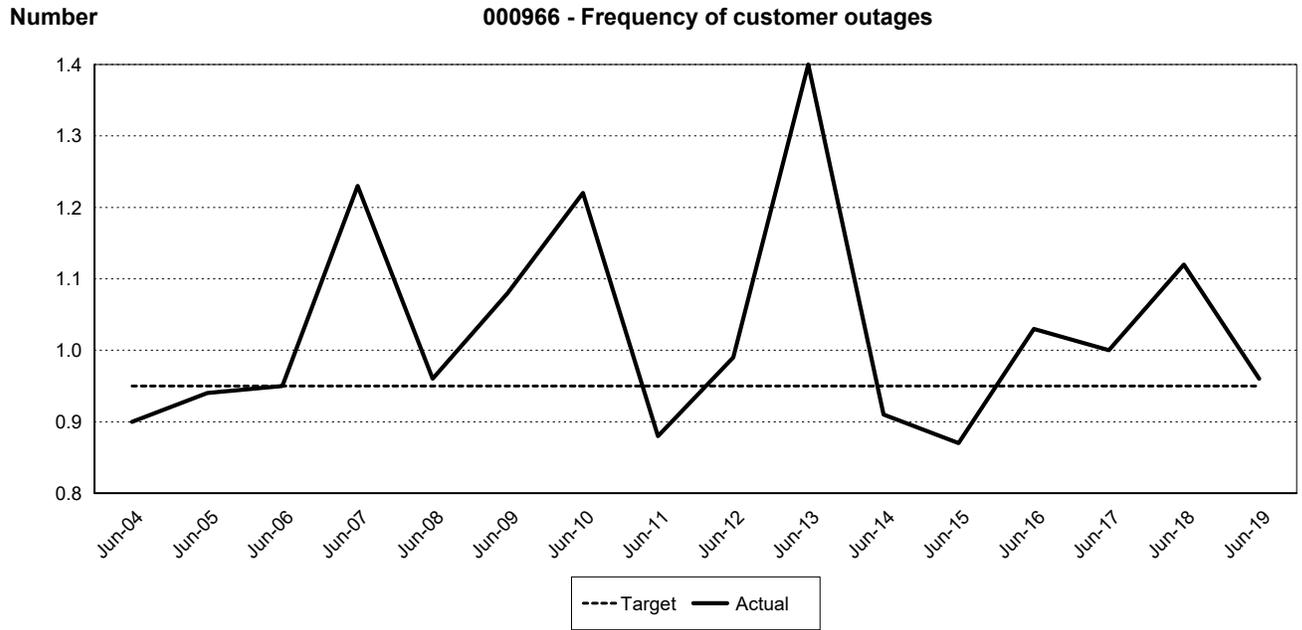
Statewide Result Area: Prosperous Economy
Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

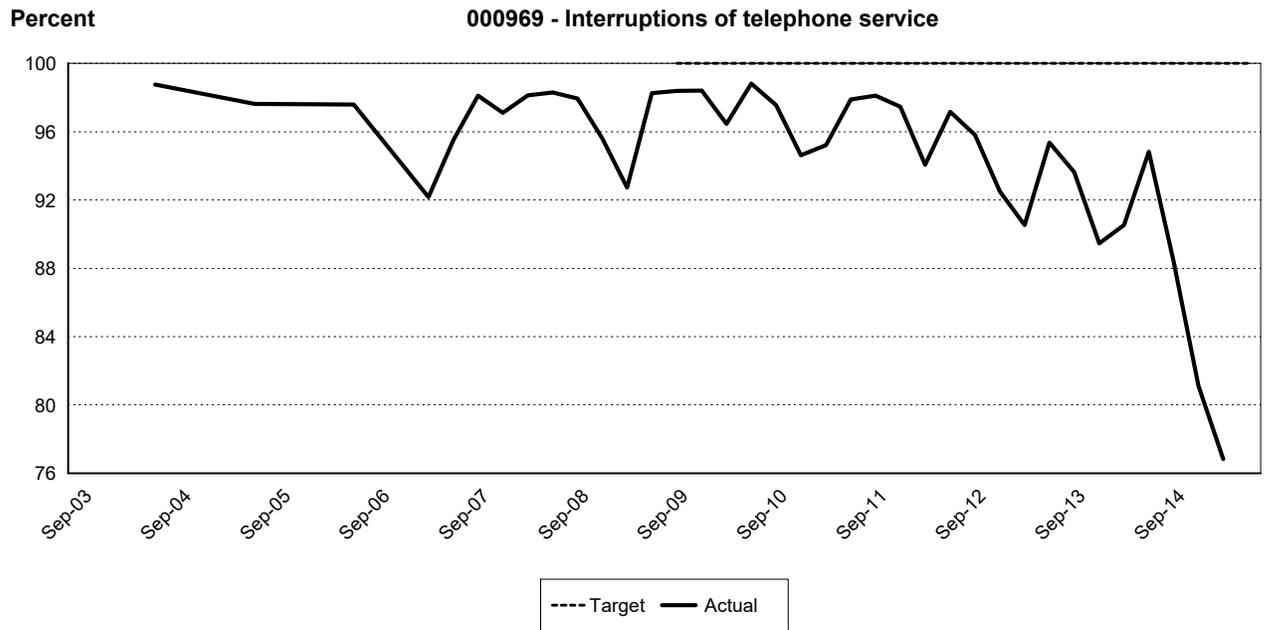
Expected Results

Customers pay fair rates; Companies invest to ensure public access to the commodity sold and reliable service to customers; and The UTC resolves regulatory issues promptly and fairly.

000966 The average number of electricity outages (lasting 5 minutes or longer) for each customer per year.			
Biennium	Period	Actual	Target
2017-19	A3	0.96	0.95
	A2	1.12	0.95
2015-17	A3	1	0.95
	A2	1.03	0.95

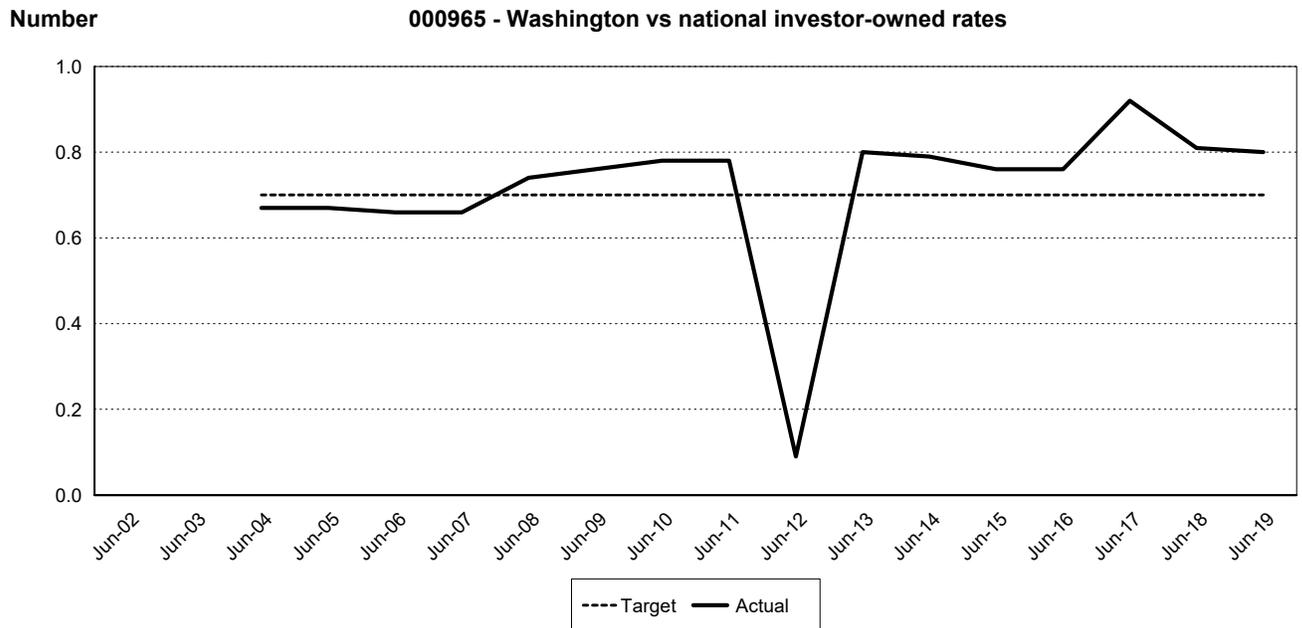
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000965 The average residential electricity rate paid by Washington customers of private utilities as a percent of the national average.			
Biennium	Period	Actual	Target
2017-19	A3	0.8	0.7
	A2	0.81	0.7
2015-17	A3	0.92	0.7
	A2	0.76	0.7

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Grand Total

	FY 2020	FY 2021	Biennial Total
FTE's	179.2	184.1	181.7
GFS	\$173,000	\$123,000	\$296,000
Other	\$32,563,000	\$36,755,000	\$69,318,000
Total	\$32,736,000	\$36,878,000	\$69,614,000